
PUBLIC SAFETY



Fire-Rescue Services

MISSION STATEMENT

The mission of Norfolk Fire-Rescue is to protect life, property, and the environment by minimizing the impact of fires, medical

emergencies, hazardous materials, and other disasters and events affecting the community.

DEPARTMENT OVERVIEW

Norfolk Fire-Rescue is divided into four (4) major functional areas as follows:

OPERATIONS: Responsible for all emergency services provided by the Department including fire suppression, emergency medical care, hazardous materials mitigations, technical rescue, water rescue, and terrorism response.

PREVENTIONS: Responsible for all enforcement and life safety services provided by the Department including fire safety inspections, fire and environmental code enforcement, fire and arson investigations, fire and life safety education, and car seat safety inspections.

TRAINING: Responsible for all personnel training and certification programs provided by the Department in the subject areas of basic recruit, firefighting, emergency medical care, hazardous materials, technical rescue, terrorism, management/leadership, and command and control.

ADMINISTRATION: Responsible for providing leadership and managerial direction for the Department and overseeing administrative functions such as recruitment and hiring, policies and procedures, budgeting and financial management, information technology, logistics, and liaison with outside agencies.



ADMINISTRATION

DIVISION OF TRAINING



Administrative & Leadership
Services



Training & Staff
Development



Operations



Prevention

BUDGET HIGHLIGHTS

The total budget for the Fire-Rescue Department is \$30,906,000. The budget includes additional funding of \$250,000 for overtime for the department to assist in maintaining adequate staffing levels. The FY04 budget also includes a \$3,506,800 million increase over the FY03 budget. This increase is attributable to the required contribution to the City's retirement plan, increased health insurance costs, and employee compensation.

The FY-04 Operating Budget is focused on addressing the needs of the department to ensure a continuation of services at existing levels. Funding is apportioned in the following areas:

- ♦ Salaries and benefits for (498) employees distributed among operations, prevention, training, and administration.
- ♦ Employee recruitment, certification, and refresher training.
- ♦ Repair and maintenance of Department Facilities including fifteen (15) fire stations and the fire training center.
- ♦ Rent of commercial office space for administration and prevention.
- ♦ Equipment, supplies, and general operating expenses.
- ♦ Utilities.

KEY GOALS AND OBJECTIVES

Promptly respond to and mitigate fires, medical emergencies, hazardous materials incidents, technical rescues, water rescues, and terrorism incidents.

Deploy the first fire unit to the scene of all fires and medical emergencies in four minutes or less, 90 percent of the time.

Deploy the balance of a first alarm assignment to the scene of a fire in eight minutes or less, 90 percent of the time.

Deploy an ambulance to the scene of a life threatening medical emergency in eight minutes or less, 90 percent of the time.

Contain structure fires to the area, room, or structure of origin, 90 percent of the time.

Provide fire and life safety inspections and enforce fire, life safety, and environmental codes.

Complete 500 inspections per fire inspector annually.

Ensure successful convictions of arson related arrests, 100 percent of the time.

Provide fire and life safety education programs to the public school system and the community at large as requested.

Provide child car safety seat inspections as requested.

Conduct firefighter recruit basic training.

Conduct two firefighter recruit academies and train 30 new firefighter recruits annually.

Conduct personnel certification and refresher training in the subject areas of firefighting, emergency medical care, technical rescue, hazardous materials response, water rescue, terrorism response, leadership and management, and command and control.

Provide 34,000 hours of instruction annually.

PRIOR YEAR ACCOMPLISHMENTS

Responded to over 40,000 emergency incidents including 32,968 medical emergencies, 6,067 fire related incidents, and 1,438 service calls and delivered 186 public education programs and 108 civic league presentations

Installed over 1,000 smoke detectors at the request of homeowners with the established goal of providing 3,000 smoke detectors to Norfolk residents who can least afford them.

Completed national certification training as incident safety officers for all department Chief officers, and hired and trained nearly 30 new firefighters to fill vacancies due to retirements and resignations.

Completed renovation projects at many of the City's 15 fire stations; completed over 3,500 fire inspections; and issued over 1,000 permits.

Inspected and installed over 150 child safety seats at the request of Norfolk residents.

Facilitated a national demonstration of advanced communication technologies offered by the Office of Homeland Defense, and hosted emergency services conferences, including a fire officer institute, fire service diversity conference and a statewide emergency medical services conference

Performed 183 fire investigations, including 89 incidents of arson, closed 201 cases, and executed 36 arrests.

Successfully completed over 34,000 staff hours of in-service training in subject areas such as firefighting, emergency medical care, technical rescue, hazardous materials response, terrorism response, leadership, and incident command

Completed a comprehensive promotional assessment process for the ranks of battalion chief, fire captain, and fire lieutenant.

Initiated the purchase of a replacement mobile command post vehicle.

Expenditure Summary

	FY2001 ACTUAL	FY2002 ACTUAL	FY2003 BUDGET	FY2004 APPROVED
Personnel Services	22,553,449	24,646,030	25,168,800	28,653,900
Materials, Supplies and Repairs	1,634,213	1,739,214	1,722,000	1,909,300
General Operations and Fixed Costs	326,607	323,328	302,400	290,300
Equipment	200,446	0	206,000	52,500
All Purpose Appropriations	0	49,330	0	0
Total	24,714,715	26,757,902	27,399,200	30,906,000

Programs & Services

	FY2002 ACTUAL	FY2003 APPROVED	FY2004 APPROVED	FULL-TIME POSITIONS
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ADMINISTRATION

Administrative & Leadership Services	1,132,910	1,552,474	5,673,200	15
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Provide the best possible quality fire suppression and prevention, emergency medical, hazardous materials, and heavy and tactical rescue services through leadership, coordination, planning and management.

DIVISION OF TRAINING

Training & Staff Development	378,256	1,538,085	1,412,200	27
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Division provides initial and re-certification training of all department emergency response personnel to meet state and federal guidelines and requirements.

Operations	23,223,812	23,392,412	22,951,200	434
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Fire Suppression & Control Provide emergency response operations to include: the removal of victims from burning structures; care and treatment of injuries; protection of adjacent structures to minimize the damage of spreading fire; the containment of fire to room, section, or structure of origin; and limit damage to physical property.

Emergency Medical Services Provide emergency response operations to include: the treatment of sick or injured patients; transporting sick and injured patients to the appropriate medical facilities; and reducing the morbidity and mortality associated with emergency medical and traumatic conditions.

Hazardous Materials Services Emergency response operations to include: the containment of environmental threats associated with hazardous materials; removal, decontamination and treatment of victims exposed to hazardous materials; minimization of the effects of exposure to hazardous materials; and providing timely information about hazardous materials.

Programs & Services

	FY2002 ACTUAL	FY2003 APPROVED	FY2004 APPROVED	FULL-TIME POSITIONS
Prevention	1,022,924	916,229	869,400	16

Inspection ~ Prevention of loss of life and property through inspections, public education, and fire code enforcement.

Investigation ~ Investigation of arson and hazardous material fires, which lead to the identification, apprehension, and prosecution of perpetrators.

Total	25,757,902	27,399,200	30,906,000	492
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Strategic Priority: Public Safety

TACTICAL APPROACH:

Emergency Response

PROGRAM INITIATIVES	FY01	FY02	FY03	FY04	Change
% of fire calls with emergency response of 4 minutes or less (performance standard = 90%)	71%	67%	70%	65.00%	5%
% of fires confined to the room, section, or structure of origin (performance standard = 90%)	95%	95%	90%	94%	4%
% of EMS calls with advanced life support response of 4 minutes or less (performance standard = 90%)	73%	88%	90%	90%	0%

TACTICAL APPROACH:

Code Enforcement

PROGRAM INITIATIVES	FY01	FY02	FY03	FY04	Change
% of pre-fire plans completed on hi-rise structures, hospitals, nursing homes, schools, and retirement/assisted living facilities (performance standard = 100%)	100%	100%	100%	100%	0%
% of reported fire code violations inspected within 48 hours of identification (performance standard = 100%)	100%	100%	100%	100%	0%
% of arson cases cleared (performance standard = 100%)	81%	81%	81%	81%	0%
% of fires where cause and origin were determined (performance standard = 100%)	94%	91%	95%	95%	0%

Position Summary

Position Title	Pay Grade	Minimum	Maximum	FY03 Positions	Change	FY04 Positions
Accounting Technician	OPS07	23,318	37,280	4		4
Administrative Secretary	OPS09	27,273	43,604	2		2
Administrative Services Manager	SRM05	48,026	84,525	1		1
Assistant Fire Chief	FRS10	76,529	93,244	4		4
Assistant Fire Marshal	FRS06	39,655	63,395	2		2
Battalion Fire Chief	FRS09	52,999	84,710	13		13
Chief of Fire & Paramedic Services	EXE03	73,210	126,601	1		1
Deputy Chief of Fire & Para Services	EXE03	73,210	126,601	1		1
Deputy Fire Marshal	FRS08	45,530	72,788	1		1
Fire Arson Investigator	FRS08	45,530	72,788	1		1
Fire Captain	FRS08	45,530	72,788	47		47
Fire Inspector	FRS05	37,595	60,103	7		7
Fire Lieutenant	FRS06	39,655	63,395	24		24
Fire Marshal	FRS09	52,999	84,710	1		1
Fire/Paramedic Lieutenant	FRS07	41,666	66,609	15		15
Firefighter EMT	FRS02	30,900	44,756	86		86
Firefighter EMT-C	FRS04	32,548	52,035	15		15
Firefighter EMT-P	FRS05	37,595	60,103	88		88
Firefighter EMT-ST	FRS03	30,900	49,401	154		154
Firefighter Recruit	FRS01	28,840	28,840	22		22
Office Assistant	OPS03	17,236	27,557	2		2
Staff Technician I	OPS08	25,206	40,295	1		1
Subtotal				492	0	492
Over hires				6		6
Total				498	0	498